

Abstract

An Organization that defines SOP and make documentation for a process is indicate that that organization is seeing the process. They make a rule for the flow of process but there is no control for the process. The documentation is just be a documentation. Whereas the documentation can be usefull to see the real process. We can't check the documentation one by one because there is too many document. So we need to make a model to see the process behavior from the documentation. This final project use process mining to book procurement process in Library Unit of Telkom University. A model will be generated with heuristics miner algorithm. The next step is measure how conform the model and event log. The result show that there is no guarante if a higher value of threshold will produce a better model than a lower threshold. And there is no guarante too if a lower value of threshold will produce a worse model than a higher threshold. The model show that not all the activity in SOP was executed, and there are new activities that not define in SOP yet.

Keywords: *SOP, process mining, heuristics miner, book procurement, event log*