

Audit proses bisnis pengadaan jasa menggunakan process mining: studi kasus PTXYZ = Audit procurement business process using process mining: study case PT XYZ

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Abstrak

Process Mining adalah teknik untuk menggali informasi (yang berkaitan dengan proses) dari data event log. Dari hasil statistik tiket yang masuk ke tim support BPM diperoleh data bahwa proses bisnis Pengadaan Jasa paling sering mengalami masalah. Audit proses bisnis Pengadaan Jasa menggunakan teknik Process Mining diharapkan dapat memberi saran perbaikan untuk sistem BPM. Jika pada umumnya audit dilakukan dengan cara menganalisis sample data secara manual, akan tetapi dengan Process Mining maka audit bisa dilakukan dengan cara otomatis dan mampu menganalisis semua data proses bisnis yang ada.

Penelitian ini menggunakan data event log system BPM sebagai alat input Process Mining. Metodologi Process Mining Project Methodology (PMPM) dan alat bantu Disco digunakan selama penelitian. Di dalam proses bisnis Pengadaan Jasa terdapat beberapa sub proses bisnis. Masing-masing sub proses bisnis itu akan menjadi objek audit menggunakan Process Mining.

Hasil audit menggunakan Process Mining adalah diperoleh gambaran nyata bagaimana berjalannya proses bisnis Pengadaan Jasa, lokasi kemacetan proses bisnis dan beberapa pelanggaran aturan proses bisnis. Hasil audit ini dapat digunakan untuk input perbaikan sistem BPM.

.....Process Mining is a technique to extract process-related information from event log data. Statistical summary of ticket received by BPM team support infers that Service Procurement business process is the most problematic and most complained by end-user. The outcome of Process Mining can be used as the input of BPM. Audit used to be performed manually and need to analyze some sample data as an input, but by using Process Mining, audit can be made automatic and can analyze whole data as an input instead. This research is to audit Service Procurement business process using Process Mining to get some improvement for BPM.

This research uses BPM event log as the input of Process Mining. PMPM methodology and tools Disco are also employed during the research. Service Procurement business process consists of many sub processes. Each of sub process is the audit object using Process Mining. Auditing BPM using Process Mining has found the real-world flow of Service Procurement business process, bottleneck of business process and some business rule violations. These findings can be used as improvement for BPM.