RECOMMENDATION GENERATION FOR PERFORMANCE IMPROVEMENT BY USING CROSS-ORGANIZATIONAL PROCESS MINING

ONUR YILMAZ

MIDDLE EAST TECHNICAL UNIVERSITY

THE GRADUATE SCHOOL OF NATURAL AND APPLIED SCIENCES

COMPUTER ENGINEERING

SEPTEMBER 2015

RECOMMENDATION GENERATION FOR PERFORMANCE IMPROVEMENT BY USING CROSS-ORGANIZATIONAL PROCESS MINING

A THESIS SUBMITTED TO

THE GRADUATE SCHOOL OF NATURAL AND APPLIED SCIENCES

OF

MIDDLE EAST TECHNICAL UNIVERSITY

BY

ONUR YILMAZ

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS

FOR

THE DEGREE OF MASTER OF SCIENCE

IN

COMPUTER ENGINEERING

SEPTEMBER 2015