

### Non-normality of residuals and outliers

Dots should be plotted along the line



### Non-normality of residuals

Distribution should look like normal curve



### (Intercept)

Random effect quantiles



### KeyNeedFullfillment\_cwc

Random effect quantiles



### quality\_overall\_cwc

Random effect quantiles



### Homoscedasticity (constant variance of residuals)

Amount and distance of points scattered above/below line is equal or randomly spread

