We all have heard “Customer is always right ”

And everyone knows how crucial customer satisfaction and customer happiness is for a company's long run .

But is the statement is correct in all scenarios.!

Some people would say yes ! . But It might not the case every time .

Here is why ?

When at times the customer has stubborn needs and unexpected changes to the previous work.

Or a changing the deadline at very moment when team has been loaded with too much work and expects all to be done in an extreme short span of time .

It may not be possible to fulfil the expectation every time .

I personally have came across some stubborn clients and their need of finishing the work way before the decided time and capacity of the team .

And when the team works each and every day under that immense pressure .

Sometimes in that process of finishing the work in a limited time the quality of the product is compromised .

What should be done in those scenarios !

And is the statement "Customer is always right" applies in that case too ?

Do Let me know what are your thoughts on this !