Any business will occasionally make errors that are expensive to correct. Often they occur when you try to keep promises even when it is not cost effective. Business leaders have a responsibility to follow through on promises regardless of the cost. Customers should not bear the cost of our errors. Jeremiah wrote, "To deprive a man of justice the Lord does not approve." (Lamentations 3:35-36, NASB)

Earlier this year I hired someone for a small plumbing job. After the work was completed I discovered that the work was not up to code. I called the plumber back and asked him to correct the problem. Even thought it was a simple fix, the plumbing company refused. I had to hire another plumber to correct the first plumber's error. Do I need to tell you that I probably will not hire the first plumber again?

Tom runs a small dump truck operation. He has daily commitments that keep his business going. When a truck breaks down or something delays him, he adjusts his schedule. He has made deliveries at 9 o'clock at night to meet a commitment. Other times he offers a discount if he can't keep his delivery promise. It's his way of apologizing for the inconvenience.

Find a way to make good on your promises to customers. Offer to deliver an incomplete order rather than make the customer return again. Apologizing to a customer and then making the customer pay all the consequences doesn't build good will.
Customers will return when you keep your promises. Offer them justice and not just words.

Steve Marr, Your Christian Business Coach

Get Integrity in the Workplace: http://bit.ly/r0yWBO